



Appeals and State Hearings Newsletter

website: www.ladpss.org

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Los Angeles, CA 90037

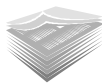


Good News



The Appeals Hearing Specialist exam bulletin was posted on 1/8/03 with an application filing date of 1/9 through 1/31/03. See the Departmental Promotional Opportunities bulletin for further details.

End of the Year



ASH received and processed 27,768 appeals filings for calendar year 2002 from the various aid programs administered by DPSS (CalWORKs, Food Stamps, Medi-Cal, IHSS, CAPI, Interim Assistance Reimbursement, GAIN, Child Care, etc.) as well as Medi-Cal filings from the Department of Health Services and WtW issues from the Department of Community and Senior Services. Thus, Appeals Hearing Specialists need to become familiar with all State-funded aid programs. General Relief, being a County subsidized program, has its own internal hearing process.

2002 APPEALS LIAISON OF THE YEAR AWARD



ASH works in partnership with line staff. Their support and cooperation is essential to the efficiency of the appeals process and good customer service. There are many appeals liaisons staff who do an outstanding job, go well beyond the call of duty and ensure that the claimants are assisted expeditiously. Thus, ASH established the "Appeals Liaison of the Year" award to recognize the contribution and collaboration of those shining stars behind the scenes. ASH staff selected Patty Nardo, Eligibility Supervisor in the Norwalk District #40, as the first recipient of this yearly award. Congratulations and kudos to Ms. Nardo!!



APPEALS LIAISONS MEETINGS

Beginning with March 2002, ASH has been hosting regular meetings for appeals liaison staff geared towards enhancing the interaction and processes associated with appeal related activities between line operations and ASH. The meetings are scheduled by aid programs so

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that the issues discussed are of interest to all participants. For example, the March meeting was for IHSS, May involved CalWORKs and Food Stamps staff, June was GAIN & Child Care issues while July covered Medi-Cal issues. Monthly meetings will continue and appropriate staff is encouraged to participate.

Compliances



The County is required to comply with a state hearing decision issued by an Administrative Law Judge within 30 days of receipt of the decision granted in favor of the claimant. ASH has a Compliance Unit composed of a Supervising Appeals Hearing Specialists and Appeals Hearing Specialists who track the status of compliances. A LOTUS Notes based application, Appeals & State Hearings Compliance Database, is used by ASH to monitor and control state hearing compliances. Periodic notifications and reports are issued to the districts/regions with appeals related information. The LOTUS Compliance System generates the following four notifications:

- 1) Distribution of Decisions Received from the State
- 2) Weekly Listings of Decisions Distributed the prior week
- 3) Mid-Month Listing of Compliances due by the end of the month
- 4) Monthly Overdue Report on delinquent compliances



Case correction memos (PA 411) that ASH sends to district offices now identify potential Food Stamp errors. If the issue involves Food Stamps, the AHS indicates on the upper right hand corner of the PA 411 that the case in question may have a potential Food Stamp error!



In the month of November 2002 ASH forwarded 312 PA 411s to the districts alerting them of potential Food Stamp errors. A corrected case means one less error case!!



Every applicant/recipient of public assistance has the right to a fair hearing. The hearing can be requested in writing, or it can be made orally by calling Sacramento.



A fair hearing is an administrative hearing mandated by federal and state law whereby a dissatisfied claimant may obtain an impartial review of a County action.